

# Supply Chest

October 13, 2000

Navy Core Values: Honor, Courage, Commitment

Vol. 52, No. 11

## ***FISC Norfolk will retain HAZMAT functions in-house***



***FISC Norfolk Executive Director, Ms. Sid Etherington, passes the word that FISC will retain regional HAZMAT functions.***

There were cheers at Fleet and Industrial Supply Center, Norfolk on Friday, Sept. 22, when FISC Executive Director, Ms. Sid Etherington informed Hazardous Material Division workers their – and all Commander, Navy Region Mid-Atlantic – hazardous material work would be retained in-house. The final decision follows a year-and-a-half-long Office of Management and Budget Circular A-76 study of regional HAZMAT operations, during which no technically acceptable bids were received from private industry.

“The HAZMAT A-76 study was a unique victory for FISC Norfolk in that it was the first A-76 study guided by FISC from start to finish,” said Ms. Etherington. During her talk with FISC workers telling them of the final decision to retain regional HAZMAT functions in-house, Ms. Etherington praised FISC HAZMAT workers for their professionalism and efficiency, which were major factors in determining that FISC and regional HAZMAT functions would continue to be performed by federal workers. She particularly praised Mr. Jim Wright, FISC’s HAZMAT Division Director, whose tenacity and attention to detail during the study assured all facets of his workers’ performance would be considered in the final decision.

The MEO – most efficient organization – plan will now be implemented and divisional operations will be adjusted to meet self-determined performance and manning levels which enabled the HAZMAT functions to remain in-house. Thirty-nine positions were reviewed as part of the study, and the most efficient organization (MEO) plan calls for a staff of 22 for the HAZMAT Division.

## **Code 100 employees earn award, “stand up” new division**

Employees of FISC Norfolk’s Customer Operations Department (Code 100) were recognized on Sept. 19, with a monetary award for their outstanding contributions to the command’s mission. The ceremony also marked the end of the Customer Service Division (Code 105), as it is known today, and the beginning of a new direction for service to the Fleet.

The Customer Service Division originated as the Fleet Requisition Division in 1945. One of the problems confronting the Depot early in World War II was the confusion in the main office due to the increased number of ships’ personnel making visits inquiring about their stores. After considering the problem, it was decided to establish a service unit on building W-143’s first floor. This began what ultimately became the



***Janis Hayes from Code 100 receives her award from FISC’s CO, Capt. Bill Kowba.***

Customer Service Division. Like then, the current action is a result of a major command reorganization.

“FISC Norfolk is evolving into a different organization, which will be made up of two major work centers,”

said Capt. Bill Kowba, FISC Norfolk’s commanding officer, in his opening remarks at the employee awards ceremony. By October, FISC’s Logistics Support Center (LSC) will be estab-

***(see “LSC to open” on page 6)***

# Bravo Zulu

## A note of thanks from the Captain

"Thank you for the tremendous responsiveness of the FISC acquisition team. Throughout this past week, I had the sense that there was no contract requirement or situation, ranging from the very small to the very complex, that your people were not ready, willing, and able to tackle. The long hours and extra miles gone in the delivery of exceptional customer service produce invaluable results: expanded goodwill with the fleet and ashore commands, enhanced readiness, and singular 'Can Do' credibility. I believe you have garnered plenty of 'raving fans.' Well Done!

"Let me also relay my deep appreciation to David Ball's comptroller staff, Andy Christensen's IT team, Capt. Phil Pfeil's Customer Service crew, and Cmdr. David Wigg's Material Operations work centers, and the many others unnamed, behind-the-scenes, but just as critical to the successful closeout of Fiscal Year 2000. Though I have singled out the folks in Codes 40, 80, 100, 200, and 300, I know that it takes many, many people across the entire FISC Norfolk family to wrap up the financial cycle. Thanks and happy (fiscal) 'new year' to all!"

*Capt. Bill Kowba*  
Commanding Officer



## Two chosen to fill slots in new LSC

Mrs. Joan Duke and Mr. Buddy Prazeres have been selected to fill the two Logistics Support Center GS-12 vacancies. Mrs. Duke will be in charge of the Afloat Logistics Branch (Code 102.1) and Mr. Prazeres will head the Material Processing Branch (Code 102.2).

The promotions were part of the reorganization of Code 100. Congratulations to the new selectees!

The commissioning and ribbon-cutting ceremony officially opening the LSC are scheduled for November.

## Lindsay Dunn chosen as Liaison Representative of the Quarter

*Ms. Lindsay Dunn from FISC's Military Personnel and Reserve Check-in Office receives her Letter of Commendation from Executive Officer, Capt. Bob Howard. Ms. Dunn was selected by Naval Station Norfolk's Personnel Support Activity Detachment as its liaison Representative of the Quarter, and has been at FISC for four years. Ms. Dunn began her federal service in the early 1980s at Lowry Air Force Base in Denver, Colo., where she was a member of the base typing pool.*

## Supply Chest

**Fleet and Industrial Supply Center**  
**1968 Gilbert Street, Suite 600**  
**Norfolk, Virginia 23511-3392**  
**(757) 443-1013/14 DSN 646-1013/14**

Capt. William A. Kowba, SC, USN, FISC Commanding Officer  
Capt. Richard Trowbridge, SC, USN, DDNV Commander  
Bob Anderson, FISC Public Affairs Officer/Managing Editor  
Fred J. Klinkenberger Jr., Assistant Public Affairs Officer/Editor  
Bill Pointer, Staff Photographer  
Steve Craddock, Staff Graphic Illustrator

This appropriated funds newspaper is an authorized publication for military and civilian personnel of the **Fleet and Industrial Supply Center (FISC)**, Norfolk, and **Defense Distribution Depot (DDNV)**, Norfolk. It is published by the FISC Public Affairs Office, located in building W-143, Naval Station Norfolk. Contents of the *Supply Chest* are not necessarily the official view of, or endorsement by, the U.S. Navy. The *Supply Chest* is a monthly publication published the second Friday of each month in compliance with the provisions of NAVSO P-35. It is a member of the American Forces Press Service and is available on line at [www.nor.fisc.navy.mil](http://www.nor.fisc.navy.mil). Material may be reprinted if proper credit is given. Submit material to the FISC Public Affairs Office, Code 01, or call (757) 443-1014 DSN 646-1014; FAX (757) 443-1015. All material is subject to editing.

## **FISC holds its first “reverse auction”**

A business milestone was achieved at Fleet and Industrial Supply Center, Norfolk, on Sept. 7, when FISC Norfolk's Code 200 held its first “reverse auction” to purchase 60-ft mooring “camels” for aircraft carriers. The camels act as “spacers” between a pier and the ship to prevent the ship from drifting into the pier when moored. It was only the fifth reverse auction for the Naval Supply Systems Command, and is part of NAVSUP's overall strategy to incorporate the latest business-to-business (B2B) eCommerce technology when procuring goods and services for its customers.

During a reverse auction, contractors submit initial bids as is done during a traditional procurement, except bidders then lower their prices as bidding progresses. Participating bidders can view competitors' bids, although only actual bid amounts are shown and not bidders' names or companies (participants remain anonymous throughout the auction). Reverse auctions also enable both the government and industry to have “real time” information about mar-

ket prices for goods or services upon which they are bidding, whereas during traditional bidding procedures market prices could be 30 to 60 days old at the bid closing date.

Three competitors bid during the auction, with representatives from FreeMarkets conducting the electronic reverse auction. The need for the 17 camel ship sets was first advertised in the Commerce Business Daily publication, then a solicitation was prepared and transmitted to the Navy Electronic Commerce Online (NECO) “bid board.” Contractors then downloaded the solicitation from NECO and a pre-proposal conference was held locally. On Aug. 23, contractors submitted their proposal packages, which included records of past performance, technical, and pricing proposals. Evaluations of all submitted proposals took place on Aug. 28-30 and those contractors received reverse auction training from FreeMarkets. Once the auction was completed on Sept. 7, a best value determination was made and the company winning the contract was notified on Sept. 15.

## **Short takes from around the command**

### **Craney serves three ships**

Craney Island Fuel Depot had an unusually busy day recently as its workers serviced three ships simultaneously. *USS ARCTIC* (AOE 8) took on two million gallons of diesel fuel and 1.2 million gallons of jet fuel, while the *USNS BIGHORN* offloaded waste water. Meanwhile, the Canadian oiler *HMCS PROSERVER* took on 1.5 millions gallons of diesel fuel.

All three ships were serviced at once, with each evolution successfully completed with the highest degree of safety and environmental attention to detail.

### **On the move . . .**

Several Fleet and Industrial Supply Center, Norfolk, military personnel will be “shifting colors” soon.

Cmdr. Tom Grady (Craney Is-

land) will be transferring to the Defense Finance and Accounting Service in Cleveland, Ohio, and Cmdr. Nick Mato (FISC's liaison officer with PWC Norfolk) is headed for the Defense Distribution Depot in Puget Sound, Washington. Lt. Rich Riker will be getting his sea legs back when he transfers to the *Arleigh Burke*-class, guided missile destroyer *USS RAMAGE* (DDG 61). Meanwhile, Lt. Roscoe Porter will be reporting to the staff of the Commander, Naval Air Force U.S. Atlantic Fleet. Lt. Carol McMillan (SMSD) is transferring to the aircraft carrier *USS GEORGE WASHINGTON* (CVN 73). Petty Officer 2nd Class Georgia Taylor (Code 105), two-time FISC Sailor-of-the Quarter, will be transferring to the *USNS CONCORD* (AFS 5).

## **F.Y.I.: Upcoming events to keep you informed**

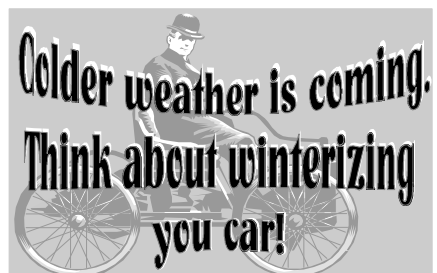
Employees having questions about federal benefits will have three opportunities to get individual benefits information by scheduling a personal meeting with a Human Resources professional. On Thursday, Oct. 26, Ms. Daphne Shields from the Human Resources Office, Norfolk, will be at FISC Norfolk between 7:30 a.m. and 3 p.m. for one-on-one sessions with workers. Ms. Shields will also be at FISC on Thursday, Nov. 30, and Thursday, Dec. 28, during the same hours for those unable to see her in October. An appointment will be required – to schedule one call 444-6368.

## **CEAP Notes**

October is a busy month as we prepare for the ghosts and goblins of Halloween and begin to think about Thanksgiving. It is also Fire Prevention Month, National Breast Cancer Awareness Month, and Disability Employment Awareness Month.

Throughout October, CEAP will distribute literature and posters promoting safety for fire prevention, breast health care, and classes of hiring the disabled. Look for flyers, handouts and e-mail announcing CEAP's next lunch-and-learn during for October.

Don't forget that CEAP offers many cost-free professional counseling services to FISC, NAVTRANS, FOSSAC AND DECCD employees and their immediate family members. For more information, contact Mrs. Veronica Thomas at 443-1049, 443-1490 or (pager) 918-7745.



## ***Multicultural event is rousing success, including weather***

The Fleet and Industrial Supply Center, Norfolk, multicultural picnic held Oct. 5, was a smashing success by any estimate. It was the first such event ever held at FISC, and undoubtedly set a high standard for such future events.

While in the past the command has had numerous multicultural events and separate command picnics, the multicultural picnic was the first time the two had been combined into one event. Along with FISC workers, those invited to attend also included the Defense Distribution Depot, Norfolk, and the Navy Exchange Ships' Stores Office staff located in building W-143.

Those on the picnic staff did a superb job of planning and coordinating the event. Committee members included Debra Sykes (Code 200), Steve Craddock (PAO), Barbara Robinson (Code 303.11), Milly Matherne (Code 200), Ronnie Dixon (Code 53), Edith Peterson (DDNV), Carolyn Williams (DDNV), John Garcia (Code 52), and Petty Officer 2nd Class Regina Raulerson (NEXCOM Ships' Stores Office). Picnic food consisted of a variety of ethnic fares, there was a multitude of various activities (including canoeing and paddle boat riding), and informative displays showing the cultural diversity of America.

Initial estimates indicate as many as 800 workers attended the all-day event,



which took place at the Naval Amphibious Base Little Creek's Lake Bradford picnic park under warm, sunny skies.

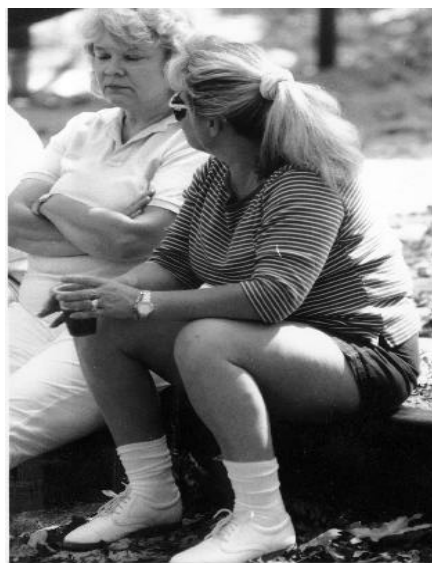
The amphibious base Morale, Welfare, and Recreation office catered the picnic, and all who attended had nothing but praise for the event. Some fortunate individuals walked away with door prizes, which ranged from daily planners to a portable "boom" box and U.S. Savings Bonds.

Hats off to the multicultural picnic planning committee for a job well done and for holding an event which will be hard to equal in the future!

***There was something for everyone, from food to activities***



***Photography by  
Bill Pointer  
and  
Fred Klinkenberger***



5 Supply Chest, October 13, 2000



## LSC to open

(continued from page 1)

lished and supporting ships on three waterfronts – in Portsmouth at the Norfolk Naval Shipyard; at the Naval Amphibious Base Little Creek; and at the Norfolk Naval Station piers. The Logistics Support Center project is an overarching collaborative effort between FISC Norfolk, the Naval Supply Systems Command (NAVSUP), and the Fleet type commanders. Its purpose will be to support the war fighters by taking workload off ships, provide meaningful metrics and accountability, and to improve or maintain the crew's quality of life.

The LSC will begin primarily as a husbanding component. Many former Customer Service Division employees will work in that operation. Later, as the details can be worked out, will come a Material Processing Center (MPC).

FISC's goal in standing up the initial phase of the Logistics Support Center is to provide a shore support cadre of functional experts trained in using state-of-the-art telecommunication, and workload tracking technology, to schedule and track husbanding services for Fleet units to ensure optimal responsiveness using a minimum of resources. Husbanding services will also include:

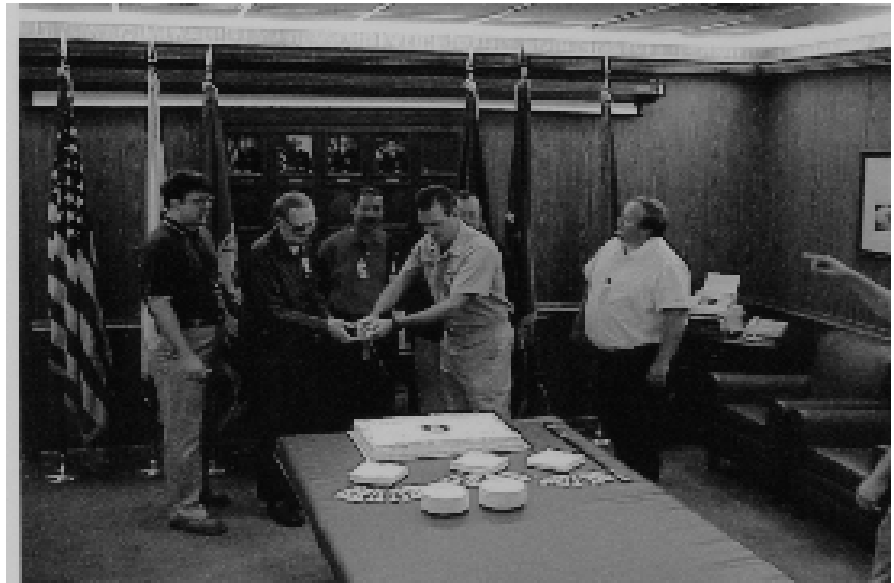
- Maintaining adequate information to meet customer requirements based upon historical demand and planned requirements.
- Establish procedures to receive customer requirements and respond to inquiries from customers.
- Provide requirements within 24 hours and improve customer service and satisfaction.

Sid Etherington, FISC's executive director, called the change a "bittersweet moment," but emphasized employees accomplished what most experts said couldn't be done – they reinvented their own support role.

"By redefining the customer service role, we will be putting the "F" (fleet) back in FISC," she added.

The Logistics Support Center's official "commissioning" is scheduled for early November.

## Air Force vets honor service birthday



*Defense Distribution Depot, Norfolk, Air Force Veterans and DDNV Commander, Capt. Dick Trowbridge, recently acknowledged the Air Force birthday. Pictured (from left to right) as they cut the Air Force birthday cake are Greg West, a contractor to DDNV; DDNV workers Dennis Blanton from Code X, Harold Wallace and (partially hidden) Gary Zendt from Code V; Capt. Trowbridge; and Ron Rickman from Code P.*

## Help your fellow workers by donating leave

The following employees are on the Donated Leave Program for DDNV:

Jacqueline Meadows Code VA  
Shelia Moody Code PW  
Arlene Sykes Code PW  
Brenda Vaughn Code PR  
Elsie Williams Code PW  
Frances Williams Code PS  
Susan Bove Code XB  
George Lane Code PR  
Alvin Owens Code VB

For questions or more information about donating leave for the above individuals, contact Ms. Rosalind Bremby at 443-3443.

## Avoid holiday rush

It is not too early to mail your 2000 Christmas cards and packages to – and from – military addresses overseas. Everyone can beat the Christmas rush by mailing letters, cards, and packages no later than the following dates.



For military mail going to APO and FPO addresses, the mailing date for air letters and cards, and priority mail, is Dec 11. For parcel post, airlift, and space-available mail, the mail date is Dec. 4. Surface mail should be mailed by Nov. 6. Mail from overseas destined for all U.S. domestic ZIP codes should be mailed by Dec. 11, including letters, cards, and priority mail. Space available mail to America from overseas should be mailed by Dec. 8.

**All submissions for the next Supply Chest (coming out Oct. 27) must be received in the Public Affairs Officer by noon on Thursday, Oct. 19.**

### **Largest such study ever done**

## **Retail supply CA study has begun**

On Oct. 12-13, Fleet and Industrial Supply Center, Norfolk, hosted the kick-off meeting for the Retail Supply Commercial Activities Study. This Retail Supply study will be the largest and most complicated CA study ever conducted. Most prior studies have addressed well-defined functions generally located in a single division or department such as Personal Property, Hazardous Material Management, Fuel Operations, or Ocean Terminal Operations. The Retail Supply study is different in that it addresses many different functions in various departments and divisions throughout the command. Following are the FISC organizational components and the functions included in the Retail Supply study:

<i>Code</i>	<i>Function</i>
<b>Code 40</b>	<b>Management of Minor and Plant Property</b>
<b>Code 50</b>	<b>Management of Material Delivery Inventory Accuracy</b>
<b>Code 100</b>	<b>Customer Service Logistical Support</b>
<b>Code 300</b>	<b>Technical Screening</b>
	<b>Positioning of Material Assets</b>
	<b>Establishing Stock Levels</b>
	<b>Material Replenishment</b>
	<b>MHE Management</b>
	<b>CAX Warehouse Operations</b>
	<b>Det Earle Warehouse Operations</b>
	<b>Customer Operations</b>
	<b>Logistical Support</b>
<b>NNSY</b>	<b>Industrial Activity Support</b>
<b>Det Washington</b>	<b>Warehouse Operations</b>

Following the kick-off, the Retail Supply CA Team will conduct organizational and functional analyses to complete the planning phase of the study, which is step 1 of the 15-step A-76 process. Upon completion of this phase, functions or organizational components in the study may change. Updated information will be featured in future issues of the *Supply Chest*.

To access the CA\_Study discussion group, employees must have it "loaded" to their Lotus Notes. Once it is loaded, just click on the icon to read reports which are posted on the discussion group.

To add the icon . . .

1. Open your workspace in Lotus Notes
2. Under "File", chose the option "Database"
3. From "Database", chose "Open"
5. In the "Database" box (big box), scroll down until you see "CA\_Study".

Highlight it and then click on "Add Icon." The "CA\_Study" icon will then be added to your workspace in Lotus Notes.

6. Click "Done" to return you to your workspace in Lotus Notes.

Then to enter the discussion group, just double click on the "CA\_Study" icon.

***"Old age is like a plane flying through a storm. Once you're aboard, there is nothing you can do."***

**— Golda Meir (1898-1978) —  
Former Israeli Prime Minister**

The Supply Chest is published for people like...



**. . . DDNV worker Byron Collins, an Army Reserve captain and chaplain. He works with active duty Army personnel and at-risk youth while in uniform.**

DDNV worker Byron Collins is an Army Reserve captain and chaplain. A former Navy ship's serviceman, he spent four years in the sea service from 1975 to 1979, then spent a year and a half in the inactive Naval Reserves.

He has been a minister for 23 years, receiving his masters of divinity degree from Virginia Union University. He entered the Army in 1997 as a chaplain.

In his capacity at DDNV, Mr. Collins is the liaison between DDNV and the Defense Distribution and Marketing Office (DRMO) for material requiring special handling.

When in uniform as an Army chaplain, he not only serves the active duty Army community, but is also involved with Commonwealth Challenge at Camp Pendleton and at Ft. A.P. Hill, administering to youths who have run afoul of the law and are straightening out their lives via a quasi "boot camp" for at-risk youths and offenders. The five-and-a-half month camp for 16-to-18-year-olds boasts an 85 percent success rate.

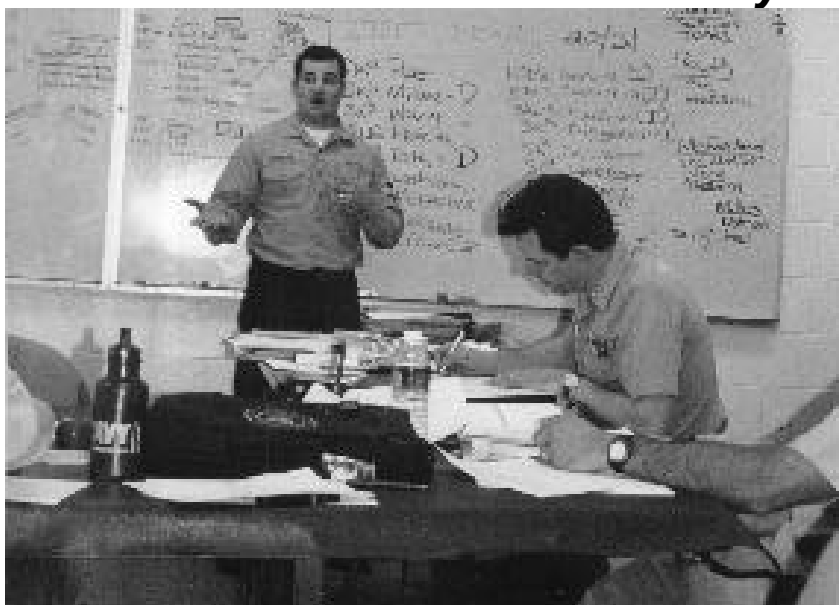
Mr. Collins hails from Malvern, Ark., which he describes as being about 75 miles from Little Rock.

## **Baltimore-based FISC Reserves demonstrate versatility**

Regionalization has meant numerous changes for FISC Norfolk, including providing inventory management support for sites such as Naval Air Facility Washington, located just outside our nation's capitol on Andrews Air Force Base. The facility provides aviation supply support to military commands within Naval District Washington (NDW).

FISC Norfolk supports the inventory management function at NAF Washington by providing civilian employees to work in the facility's Supply Department. However, FISC Norfolk's, Baltimore-based Naval Reserve Detachment 106 has seized the opportunity to shore up support for the District of Columbia facility.

NR Detachment 106, commanded by Cmdr. Tom Dalpini, SC, USNR, began providing support to NAF Washington in February, adjusting its drill schedule to coincide with those weekends when reserve component flight operations were underway at the facility. This resulted in much-needed and meaningful contributory support for NAF Washington during two drill weekends



***The detachment's Petty Officer 3rd Class McFarland conducts classroom training during one of the Baltimore-based group's Naval Air Facility Washington drill weekends.***

per quarter. The unit also quarterly travels to FISC Norfolk and provides contributory support to the Ocean Terminal and to Customer Operations.

Together, FISC Norfolk's Detachment 106 personnel and their active duty counterparts have created a dynamic environment full of opportunities to im-

prove the aviation logistics operation at NAF Washington, while simultaneously providing meaningful training opportunities for detachment members.

Active and reserve teaming, contributory support, and training make up the foundation of today's active duty Navy and Naval Reserve partnership.

## **Call Center made great strides in FY2000; more to come!**

There were many accomplishments completed by the NICC in FY00 that affected customers. Take the Interactive Voice Response (IVR) unit implemented in January – it enabled a caller to obtain quick access from the logistics system for stock checks, requisition status and submission of new and modified requisitions. The caller also had the option of entering a voice inquiry in addition to using the keypad. Customer acceptance of this new technology was overwhelming. In January a caller was performing one and a half inquiries on the IVR. By August, that figure jumped to nearly five inquiries on the IVR per call.

An online personal IVR tutoring system was implemented last March – with this system, NICC callers unfamiliar with IVR or how to navigate it can

contact a customer service representative (CSR) who will walk the caller through the process while both are on the phone. Such personal tutoring was instrumental in raising the average inquiries per call.

Meanwhile, the NICC's toll free number (1-877-4-TOUCH) went world wide in four countries: the United Kingdom, Germany, Japan, and Italy. Toll-free access from other countries is planned for the just-arrived fiscal year of 2001. The call center continuously seeks ways in which to make it easier for customers to call the NICC from anywhere in the world. Times for NICC call coverage have also been expanded to seven days a week, 24 hours a day, and 365 days a year, or 24X7X365 for short. The center has also partnered with the Defense Logistics Agency to provide

call forwarding between the two agencies (main menu, Options five and seven, depending upon to whom – DLA or the NICC – a customer wants the call forwarded. The soon-to-open Logistics Support Center (LSC) is also integrated into the NICC; LSC site customers can call the NICC and select the appropriate options to reach a specific LSC site.

PKI and Navy Purchase Card call support is also being provided by the NICC. For answers to questions about either of these two subjects, call the NICC 1-877-4-1-TOUCH.

March NICC customer surveys resulted in a 95 percent approval rating for the call center. And, when compared to other Department of Defense and commercial call centers, the NICC came on top in many categories, such as response times and customer service.